



a publication of the
City of Phoenix Aviation Department

SKY HARBOR
RUNWAY
MAINTENANCE
YIELDS LONG-TERM
BENEFITS

To continue providing a safe and reliable airport, every night more than 300 construction workers descend on the Center Runway at Sky Harbor. This necessary maintenance project began in July, 2002 to resurface the 10,300 foot runway from asphalt to concrete.

"The Center Runway is one of the last elements of a five-year airfield improvement program that will have long term benefits," said Aviation Director David



The Center Runway is in great need of repair for the continued safety of travelers. The conversion from asphalt to concrete will decrease maintenance delays and expense.

Kriotor. "By resurfacing the runway, it will result in less costs and fewer delays due to maintenance."

To continue to accommodate the 1,600 flights per day at Sky Harbor, Aviation Department staff has mapped out a schedule that will help reduce delays during the construction.

**THERE MAY BE SOME
DELAYS SO EXTRA
TIME FOR CONNECTIONS
IN OTHER CITIES IS
RECOMMENDED.**

"Phasing is a key to this project so that we minimize the impact on our Airport," said Project Manager Candace Huff. "We started with nightly closures and have been completing electrical work. Beginning in early January, we will close the entire Center Runway to traffic for 50 days so we can complete 8,500 feet of concrete surface. Once that phase is finished, we will need to resurface the remaining 1,800 feet of runway and the entire project should be completed in Summer, 2003."

During January and February, when the Center Runway is closed there will be some changes in airport operations since the Federal Aviation Administration (FAA) Air Traffic Controllers will only have two runways operating. **Additionally, there may be some delays so extra time for connections in other cities is recommended.**

FEDERAL SECURITY SCREENERS
SUCCESSFULLY DEPLOYED
AT ALL U.S. AIRPORTS

On the first anniversary of the creation of the Transportation Security Administration (TSA), U.S. Secretary of Transportation Norman Y. Mineta announced November 19 that the new agency had met the congressionally mandated deadline for deploying passenger security screeners at each of the nation's 429 commercial airports.

At the same time, airport Federal Security Director Marsha Florian announced the successful deployment of federal screeners at Sky Harbor.

"TSA has defied the critics who said that we could not meet the Nov. 19 deadline," said Secretary Mineta, who spoke in the same room where President Bush signed the Aviation and Transportation Security Act (ATSA) the previous year, creating the TSA in the aftermath of the September 11 attacks. "Today every checkpoint at every airport is staffed by the best-trained, most consistently professional screening force in aviation history."

The Secretary was joined in a terminal at Ronald Reagan Washington National Airport by screeners who Secretary Mineta hailed as a truly American team on the front line of the war against terrorism, one capable of delivering not just world-class security but world-class customer service.

Secretary Mineta noted that in just a year, the TSA has also put more air marshals on more flights than ever before, named 158 federal security directors with responsibility



Federal security screeners are in place at all US airports, including Sky Harbor, as of November 19, 2002.

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AIRPORT WORKERS
SAVE LIVES

"I'm clear, you're clear, we're all clear!" It takes a special person to know those words but two people in the last few months at Phoenix Sky Harbor are extremely appreciative that good Samaritans were able to use that phrase. That's because those are the words used just before a person is shocked when using an Automatic External Defibrillator (AED).

Sky Harbor installed 60 AED's strategically placed throughout the Airport on February 14, 2001. Since their arrival, the AED's have been instrumental in saving seven heart attack victims who otherwise would not have survived their emergencies.

On September 20, a woman came to town for her grandson's graduation from the Phoenix Police Academy. While at baggage claim, she collapsed. Operations Assistant Alan Cutler and Police Officers Dave Davis and Sabino Martinez went into action and began CPR immediately. They also used an AED, and the woman was revived within minutes. The grandmother missed the graduation but was able to recover fully.

On October 14 at Terminal 2, a 60-year-old limousine driver waiting to pick up an arriving passenger had a heart attack. The man was not breathing and his heart had stopped. Transportation Security Administration (TSA) checkpoint screener Russ Koleski and a United Airlines Flight Attendant started CPR while Phoenix Police, Phoenix Firefighters and Airport Operations staff responded. Koleski, a former volunteer paramedic and CPR instructor, along with Phoenix Police pulled an AED from the lobby area of Terminal 2 and revived the victim. The man was quickly breathing on his own, and his heart was beating again. He was taken by Phoenix Firefighters to Phoenix St. Luke's Hospital where he received additional care and is doing well.

"These life-saving devices have helped save seven lives at Sky Harbor in a very short time," said Phoenix City Councilman Dave Siebert, who spearheaded the efforts to purchase the units. "I would encourage airports across the country to install AED's and train employees in their use."

To date, more than 310 Aviation and Phoenix Police Airport Bureau employees have received training in CPR and in the use of AED's.



CONNECTIONS



CITY OF PHOENIX
AVIATION DEPARTMENT
MISSION:

To develop, operate and maintain
a well planned and fiscally sound
airport system that meets the needs
of the traveling public, its tenants
and its various aviation users.

Phoenix Sky Harbor International
Airport is owned and operated by the
City of Phoenix.

Phoenix officials, staff and the Phoenix
Aviation Advisory Board are proud to
represent the community in continually
improving such an important part of the
City, the Valley and the State.

CITY OF PHOENIX ELECTED OFFICIALS

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District 1, Councilman Dave Siebert

District 2, Councilwoman Peggy Neely

District 3, Councilwoman Peggy Bilsten

District 4, Councilman Phillip B. Gordon

District 5, Vice Mayor Claude Mattox

District 6, Councilman Greg Stanton

District 7, Councilman Doug Lingner

District 8, Councilmember Michael Johnson

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Sheryl Sculley, Assistant City Manager

Marsha Wallace, Deputy City Manager

David Krietor, Aviation Director

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Division

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ADA/TTY 1-800-781-1010.

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David Krietor,
Aviation Director

DIRECTOR'S
message

Airports Council International recently ranked Phoenix Sky Harbor International Airport as the 10th-busiest passenger airport in the world for January-April 2002. During this four-month period, more than 11 million passengers traveled through Sky Harbor. Operating one of the world's busiest airports is exciting, but managing an airport of this size in a way that provides exemplary customer service is the real challenge.

I was particularly delighted to learn that Sky Harbor was recently rated as the 2nd best large airport in the country and the 4th best in the world for customer satisfaction by J.D. Powers and Associates in its annual survey. Results from the City of Phoenix Community Attitude Survey show our services improving in 10 of 11 categories. I believe we continue to show improvement for two important reasons.

The Phoenix City Council and Phoenix Aviation Advisory Board have supported innovative customer-oriented programs and have provided the resources to implement them. In addition, our employees continue to display a strong commitment to improvement and doing everything possible to enhance the quality of service to our customers.

There continue to be areas where we can improve such as signage, parking, and management of the curb fronts at our terminals. However, I am confident that we can continue to move in the right direction with the support of our policy-making bodies and our employees. If you have ideas about improving our customer service, please contact me at 602-273-3316 or david.krietor@phoenix.gov.

PARTNERSHIP FORMED
WITH AIRPORT IN CHINA

Promoting Phoenix Sky Harbor International Airport as a strong member of the global community was recently the focus of an international gathering in China.

Councilmember Michael Johnson led a group of City officials in signing a sistership cooperation agreement between China Chengdu Shuangliu International Airport and Phoenix Sky Harbor International Airport in late September. The City of Phoenix is already a "Sister City" with Chengdu, China.



A Phoenix delegation visited "Sister City" Chengdu, China last fall to sign a partnership agreement between airports.

The purpose of the agreement between the airports is to develop and strengthen international trade cooperation. Additionally, the two groups agreed to assist with the training of airport managers to increase their management skills and knowledge.

**"DIRECT CARGO SERVICE TO ASIA
REMAINS A GOOD POSSIBILITY
WITHIN THE NEXT FEW YEARS."**

"This agreement shows the world how committed we are to becoming an international destination," said Marsha Wallace, Deputy City Manager. "We believe these two groups will be able to exchange excellent management and aviation information."

During the visit, Airport staff also met with international air carriers to discuss new service from the Orient to Phoenix.

"We were encouraged by our discussions with many of the airlines," said Assistant Aviation Director David Cavazos. "Direct cargo service to Asia remains a good possibility within the next few years."

SKY HARBOR'S SOUTHWEST
STATION MANAGER RETIRES



Retired Station Manager, Russ Funk surrounded by Southwest employees.

At the end of the year, Sky Harbor saluted Russ Funk, a twenty-year veteran of Southwest Airlines. Russ began at Sky Harbor in 1982 as a Southwest Provisioning Agent and worked his way up to Customer Service Manager and then to Station Manager.

"Russ was a partner in the truest sense of the word," said

Mike Jones, Sky Harbor Airline Affairs Project Manager. "He was always anxious to work with us on any issue. I hope we will have the opportunity to work together again."

When asked what he will do with his free time, Funk was quick to say, "First, I want to enjoy time with my wife and children, then we'll see what my second career will be." He added that he plans to stay involved in various non-profit organizations that focus on kids and families.

Sky Harbor welcomes Mr. Al Stephens from San Diego International Airport as the new station manager.

FEDERAL SECURITY SCREENERS
SUCCESSFULLY DEPLOYED AT
ALL U.S. AIRPORTS

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*New federal regulations
require that all laptops be
removed from their cases
before going through
screening.*



for all of the nation's airports, and met every mandate set by Congress.

Those mandates included high standards for security screeners from education to background checks and over 100 hours of classroom and on-the-job training — far more than screeners previously received. Competition for the more than 44,000 screening jobs was stiff, with people from all walks of life, many of them friends or family of the victims of 9-11, stepping up to contribute to the nation's security.

As part of the TSA's commitment to customer service, the agency also launched a nationwide passenger education campaign, 'Prepare for Takeoff'. The campaign is a collaboration with members of the aviation, travel and tourism community and includes educational materials, ticket inserts and a new website, www.TSAtraveltips.us.

Besides the screeners, Secretary Mineta was joined by Admiral James M. Loy, the acting Under Secretary of Transportation in charge of the TSA, federal security directors, airport and airline officials, and representatives of TSA's major contractors — Boeing-Siemens, Lockheed, VF Solutions and NCS Pearson.

A CHANGE OF COMMAND AT THE PHOENIX POLICE AIRPORT BUREAU

The City of Phoenix Aviation Department is pleased to announce the appointment of Donald Swanson to the commander position of the Police Department's Airport Bureau at Phoenix Sky Harbor International Airport. Commander Swanson replaced Marcia Florian, now the Federal Security Director at Sky Harbor for the Transportation Security Administration.

Safety is the number one priority at Sky Harbor Airport. To ensure this objective, Sky Harbor has both a fire station and a police station on site.

Swanson joined the Police Department in 1974 after getting to know some police officers who "seemed to have a lot more fun at their job than I did." He also hoped to do something where he could make a strong impact every day. In the ensuing 28 years, he has had the



Commander Don Swanson joins the Phoenix Airport Bureau.

from the basement in the Police Headquarters building to their new site near Central and Elwood. From there he became the first police commander to work in the City Manager's Office as the police liaison.

"It was a great opportunity to learn how the rest of the City operates and to get a different perspective," said Swanson. He then went on to the Phoenix Police Training Academy where he

was responsible for implementing the new Arizona Law Enforcement Academy program. That program, at the Phoenix Police Academy, became the primary basic training center for law enforcement agencies throughout the state.

After a stint as South Mountain Precinct Commander, Swanson's most recent assignment was as the Family Investigations Bureau Commander. There he was responsible for domestic violence and sex crimes detectives



Mayor Skip Rimsza, Councilmember Michael Johnson and Deputy City Manager Marsha Wallace join Phoenix Fire representatives at the Station 19 opening ceremony.

FIRE STATION 19 NEW LOOK, NEW CHIEF

Firefighting is a highly skilled profession, but Airport Firefighting takes the profession to an even higher level. Emergency responders need to know how to deal with a potential disaster that may involve mass injuries and highly flammable materials.

Almost everyday at Sky Harbor Airport, an aircraft reports trouble that requires immediate medical and/or firefighting assistance. That's why it is essential to have a fire station located a short distance from the runway. Shortly after the arrival of Chief David Vera, Fire Station 19's new facilities opened in November.

The long awaited new station replaces the original, built in the 1970's. The new, state-of-the-art facility, was dedicated by Phoenix Mayor Skip Rimsza on November 21. It provides more room for the 17 full-time firefighters who serve the airport 24 hours per day, 365 days a year. The sleeping quarters, work out rooms and kitchen serve as home many days and nights for the dedicated team.

Station #19 has been located at Sky Harbor Airport for many years, but new equipment has forced the station to move to a bigger building. The new Airport Rescue Fire Fighting Station (ARFF) is located just outside Sky Harbor's Terminal 3 garage — a location that has better access to the airport's runways and provides a quicker response time.

"We are so pleased with the final product. So much planning and hard



Fire Chief David Vera

work went into the design and construction of this facility, started by Chief Don Hildebrand, and it shows," said David Vera. Vera took over for Hildebrand who is now managing Fire's ITD section.

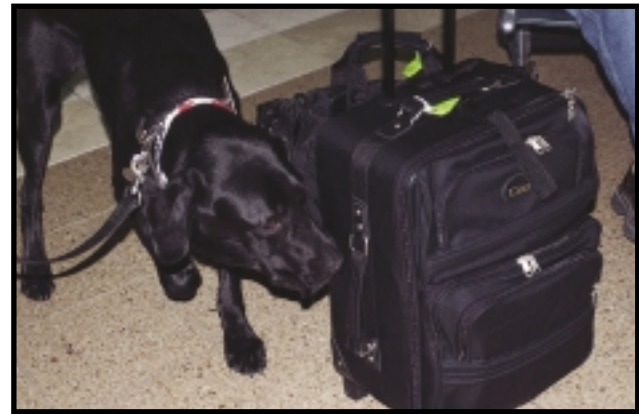
Vera has a great deal of experience in the construction of new fire stations and played a key role in the development of the new stations in Ahwatukee and Desert Ridge at Tatum and

Deer Valley Roads.

In 1975, David Vera's first job with the City of Phoenix began as a grounds keeper for Sky Harbor. "I remember thinking how enormous it was and how much work it took to run an airport — and that was over twenty-five years ago," said Vera. Shortly after he began work with the City, he accepted an opportunity to join the Phoenix Fire Department "to help people and give back to the community."

After working his way up through the ranks, including a position as Assistant to the Mayor, Chief Vera had the chance to return to Aviation. When asked what changes he noticed most upon his return to the airport, he said, "When you see how many thousands of people pass through every day, it's clear what an important economic engine the airport truly is."

Vera, a native of the Valley, has four grown children and lives with his wife of 27 years. He has a bachelors degree in Political Science from Arizona State University and a Masters in Education from Northern Arizona University.



Sky Harbor's dedicated K-9 team is always at work throughout the terminals and behind the scenes.

SAFETY IS THE NUMBER ONE PRIORITY AT SKY HARBOR AIRPORT. TO ENSURE THIS OBJECTIVE, SKY HARBOR HAS BOTH A FIRE STATION AND A POLICE STATION ON SITE.

opportunity to work in a variety of assignments throughout the Department and has had command of a bureau or precinct since his promotion to commander in 1991.

In his first command assignment, Commander Swanson was responsible for moving the 911 and radio functions

located at the City's new Family Advocacy Center. At the Center, detectives and victim advocates work with members of the City Manager's Office and social service agencies to assist victims and their families.

In his short time at the Airport, Don has been impressed with the positive attitude of the City's Airport staff and their sincere concern for customers.

Commander Swanson received his bachelor's degree from Arizona State University and his Masters Degree in Education from Northern Arizona University.

To reach the Phoenix Airport Police bureau, please call 602-273-3301 and the staff will be happy to help you. If you have an emergency while at the Airport, dial 602-273-3311, pick up any white paging phone or stop a Phoenix police officer available at all times throughout the terminals.

CAPTURING the wild

Arizona's National Wildlife Refuges protect some of the most varied wildlife and spectacular landscapes found anywhere in the world. From subtropical shrub ecosystems to saguaro-studded deserts — all are filled with an unparalleled richness and abundance of life.

Starting February 15, 2003 the Phoenix Sky Harbor Art Program will showcase Arizona's nine National Wildlife Refuges. The show, *Capturing the Wild*, will exhibit realistic contemporary fine art by over thirty artists that illustrates landscape features, wildlife and flora that is protected within each refuge. The exhibit will be displayed during the 100th anniversary of the refuges.

It began in 1903 when President Theodore Roosevelt set aside a tiny island off the east coast of Florida for

Arizona's National Wildlife Refuges protect some of the most varied



the protection of pelicans and other species from market hunters.

From that humble beginning arose the world's largest and most diverse network of lands dedicated to the protection and management of a vast array of wildlife. America's National Wildlife Refuge System now encom-

passes over 94 million acres on 538 refuges and thousands of waterfowl production areas.

Phoenix Sky Harbor International Airport is home to one of the largest airport art programs in the United States. The Sky Harbor Art Program displays both permanent and changing exhibits to showcase Arizona's unique artistic and cultural heritage. The program includes a collection of more than 200 works of art, changing exhibits in Terminals 2, 3 and 4 plus Deer Valley and Goodyear Airports, and an aviation archive of regional memorabilia.

The City of Phoenix Aviation Marketing and Air Services Development Division sponsors the Sky Harbor Art Program. The offices are located in Terminal 3.

For more information about the Sky Harbor Art Program, please log on to www.phxskyharbor.com or call 602-273-8863.

The exhibit is located at Phoenix Sky Harbor International Airport, Terminal 4, Level 3, East and West cases. February 15, 2003 through August 3, 2003.

AVIATION EMPLOYEES AND FRIENDS LEND A HELPING HAND

“Making connections with our community” is more than just a tagline for the City of Phoenix Aviation Department. On November 9, 2002, Phoenix Sky Harbor employees and their families rolled up their sleeves and participated in “A Day for Downtown,” sponsored by the Make a Difference organization.

The group of more than 20 people helped a local family to make much needed home improvements that may not have been possible otherwise. They painted the exterior of a home and cleaned up the yard.

All of the helpers were not City of Phoenix Aviation employees, however. An enthusiastic group of young people from Westview High School were among the volunteers. Active Westview Students, otherwise known as “AWS” is a



Aviation Department staff and students from Westview High.

group of high school students who participate in volunteer activities and community events. Chairman of the organization this year is Tom Sawyer, son of veteran aviation employee John Sawyer.

“This is a great day that shows our commitment and teamwork,” said Nancy Faron who chaired the event for the Aviation Department. “With each volunteer project we participate in, I am amazed at how dedicated the employees are to helping and giving of their time to those less fortunate. It really is exciting to see the smiles on the faces of the participants and the recipients.”

“This is the third year that the Aviation Department has participated in Make a Difference, and each time more people volunteer. We want the members of our community to know how much

Sky Harbor and its employees enjoy being involved in neighborhood activities” said Carol Clements, Deputy Aviation Director for Communications and Community Relations.

For more information about the Make A Difference Organization, please go to www.makeadifference.org.

A TRIBUTE TO TOM FANNIN



The City of Phoenix salutes Tom Fannin for his commitment.

The Phoenix Aviation Advisory Board is a critical part of the City of Phoenix airport system. The nine member group, appointed by the Mayor and City Council, serves four-year terms. Mr. Tom Fannin has dedicated his time and energy not once, but twice, serving on the Board since 1995. A Vice

President at Coldwell Banker Success Realty, Fannin has taken time out over the years to assist the Aviation Department. His current term has now ended. “He reviewed airport projects, contracts and issues with a keen eye, always lending insightful input,” said David Krietor, Aviation Director. “He will be truly missed.”

SKY HARBOR: MOVING THE VALLEY FORWARD



Diane Brossart (l), president of Valley Forward and Lori Singleton (c), Chairman of the Board, meet with David Krietor at the fall Valley Forward mixer.

As part of the Aviation Department’s ongoing commitment to the community, the Airport partnered with Valley Forward to host the October membership mixer.

Valley Forward is a non-profit organization whose chief focus lies in environmental issues. Their mission is to “bring business and civic leaders together to improve the environment and quality of life in Valley communities,” said Diane Brossart, president of Valley Forward, the 33-year-old non-profit environmental public interest organization.

Key issues that Valley Forward concentrates on include transportation, air, land use/open space, water, and environmental education. The focus of Valley Forward falls right into line with the Aviation Department’s commitment to the environment. The Aviation Department devotes an entire program to researching and implementing environmentally friendly policies and operations.

“Our goal is to limit any negative impacts on the environment,” said Cynthia Parker, Environmental Coordinator for the Airport.

Valley Forward has honored the Aviation Department with three Environmental Excellence Awards. The awards recognize Phoenix’s efforts in water conservation, compressed natural gas implementation, and desert landscaping.

The mixer kicked off with a welcome by Diane Brossart. “Valley Forward values its longstanding partnership with the City of Phoenix,” said Brossart. “Residents of the Valley’s largest municipality should be proud of their community’s environmental and quality of life record.”

Opening remarks were made by the Chairman of the Board, Lori Singleton from Salt River Project. “We appreciate the partnership that Valley Forward and the City of Phoenix have enjoyed and look forward to continuing our joint efforts to make the Valley a better place to live!”

Aviation Director, David Krietor also welcomed the group and commended their efforts. Valley Forward has received widespread recognition for its environmental efforts in the Valley, including an outstanding achievement award from the Environmental Protection Agency.

VALLEY FORWARD VALUES ITS LONGSTANDING PARTNERSHIP WITH THE CITY OF PHOENIX

HAWAIIAN AIRLINES STARTS service from phoenix



Hawaii’s longest-serving and largest airline, Hawaiian Airlines, began daily non-stop service between Phoenix and Honolulu on October 11, 2002 with a Boeing 767-300ER.

The airline celebrated with Phoenix Mayor Skip Rimsza and airport and airline officials. Hawaiian singers and dancers performed for passengers and bystanders before the first flight took off and Phoenix Fire showered the plane in a traditional airport “water arch” to mark the occasion.

This increased service will benefit tourism throughout the state of Arizona,” said Don Prince, Deputy Director, Arizona Office of Tourism. “Arizona’s tourism industry benefits whenever the state is connected to another destination by a daily, non-stop flight.”

To make reservations, please visit www.hawaiianair.com



Phoenix Mayor Skip Rimsza was presented with a traditional Hawaiian lei at the airline’s kick-off in October.

TEMPE BUSINESS CHAMPIONS SALUTED

On November 15, Phoenix Sky Harbor International Airport and Arizona Public Service presented the Tempe Chamber of Commerce Sixth Annual Breakfast for Chamber Champions at the Sheraton Phoenix Airport Hotel. This was the Tempe Chamber’s Annual Awards breakfast to honor the best of the best.

The following recipients were announced at the breakfast:

BUSINESS EXCELLENCE AWARDS

Business Woman of the Year

Pat Thielen of Twin Palms Hotel

Volunteer of the Year

Harvey Gibson of Professional Travel Advisors

Tempe Leadership’s Outstanding Community Leadership Award

Bill Regner

Spirit of Tempe

Carol Smith

(1-100 employees) Tempe Community Council

This is an innovative organization that is committed to planning, often behind the scenes, for the human services needs of Tempe. One of its keys to success is to collaborate and build partnerships within the community.

(101-500 employees) Monti’s La Casa Vieja

Mill Avenue constantly changes, but Monti’s is one icon that hasn’t moved since 1871. Despite continuing pressure from many new competitors in Tempe and the surrounding areas, plus trendy new types of restaurants, President Michael Monti and CEO Eddie Gotita continue to make changes in order to satisfy their customers.

Phoenix Sky Harbor International Airport salutes the 2002 Breakfast for Chamber Champions recipients!



THE TEMPE CHAMBER OF COMMERCE
BREAKFAST
FOR CHAMBER CHAMPIONS

Tempe Councilwoman Pam Goronkin, (pictured top left) and Tempe Community Council and Board Members accept the Outstanding Leadership Award.